

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

September 15, 2009

MEMORANDUM

What's Inside:
Service Delivery
Grievance for
Resource
Providers

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, DIRECTOR

SUBJECT: SERVICE DELIVERY GRIEVANCE FOR RESOURCE
PROVIDERS

DISCUSSION:

The purpose of this memorandum is to inform staff that the Foster Parent Bill of Rights allows resource providers to grieve service delivery issues. The Foster Parent Bill of Rights contained in [RSMo 210.566](#), was added to the manual on August 28, 2007 to reflect policy related changes. The Foster Parent Bill of Rights allows resource providers to utilize the Children's Division Service Delivery Grievance process to grieve service delivery issues.

Resource providers who work with foster care case management contracted providers should utilize the service delivery grievance process developed by the contracted case management agency to address concerns regarding service delivery and complaints against the contractor's personnel which are not specific to a case management decision. Resource providers who work with contracted foster care case management providers may utilize the Alternative Care Review Board to grieve case management issues or they may utilize the grievance process developed by the contracted case management agency. The Fair Hearing process will be utilized for any license revocations, denials, or issues pertaining to adoption or guardianship subsidy using the procedures outlined in the Child Welfare Manual.

Section 8 Chapter 1 of the Child Welfare Manual [Service Delivery Grievance Process](#) has been updated to clarify service delivery for resource providers.

NECESSARY ACTION:

1. Review this memorandum with all Children's Division staff.
2. Review revised Child Welfare Manual chapters as indicated below.
3. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT: Christy Collins (573) 751-9603 Christy.Collins@dss.mo.gov	PROGRAM MANAGER: Melody Yancey (573) 751-3171 Melody.Yancey@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS: Section 8 Chapter 1.1 Service Delivery Grievance Process Section 8 Chapter 1.2 Accessing and Viewing the Service Delivery Grievance Database	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	
ADMINISTRATIVE RULE N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS N/A	
CHILD AND FAMILY SERVICES REVIEW (CFSR) N/A	
PROTECTIVE FACTORS Parental Resilience-N/A Social Connections-N/A Knowledge of Parenting and Child Development-N/A Concrete Support in Times of Need-N/A Social and Emotional Competence of Children-N/A	
FACES REQUIREMENTS N/A	